

Figure 1

Figure 1 is a block diagram of the system architecture. The system is divided into a main application area (70) and external components. The main application area (70) contains:

- HCApp (72)**: This block contains **Browser Control (88)** and **Scripting Host**.
- HC Database (74)**: A cylinder representing metadata, index, and keywords.
- Content Authorization Store (82)**: A document icon representing stored authorization data.
- SAF Registration Store (84)**: A document icon representing stored registration data.
- Script Library (data collection, incident creation, upload, etc.)**: A block for managing scripts.
- SAF Applications for registered vendors**: A block for executing vendor-specific applications.
- Collected Data for support automation**: A parallelogram representing data used for automation.
- Local Content Store**: A cylinder representing locally stored content.
- HC Update (76)**: A block for handling updates to the help content.

External components and connections include:

- Vendor Web Server (68)**: Connected to the **Internet** cloud.
- Internet**: A cloud representing the network connection.
- Help Contents (CHMs, HTML Pages, Scripts)**: Shown at the bottom, connected to the **Local Content Store** and the **HC Update (76)** block.
- Update Packet (140)**: A document icon at the bottom left, connected to the **HC Update (76)** block.

Arrows indicate the flow of data and control between these components.

140

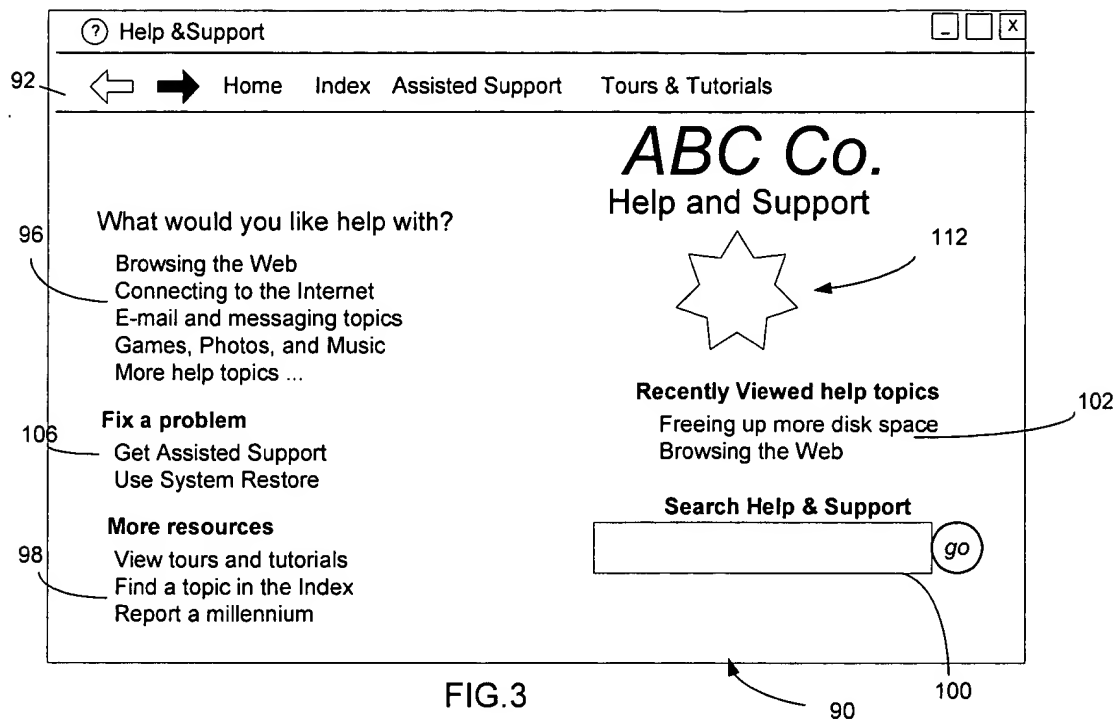


FIG.3

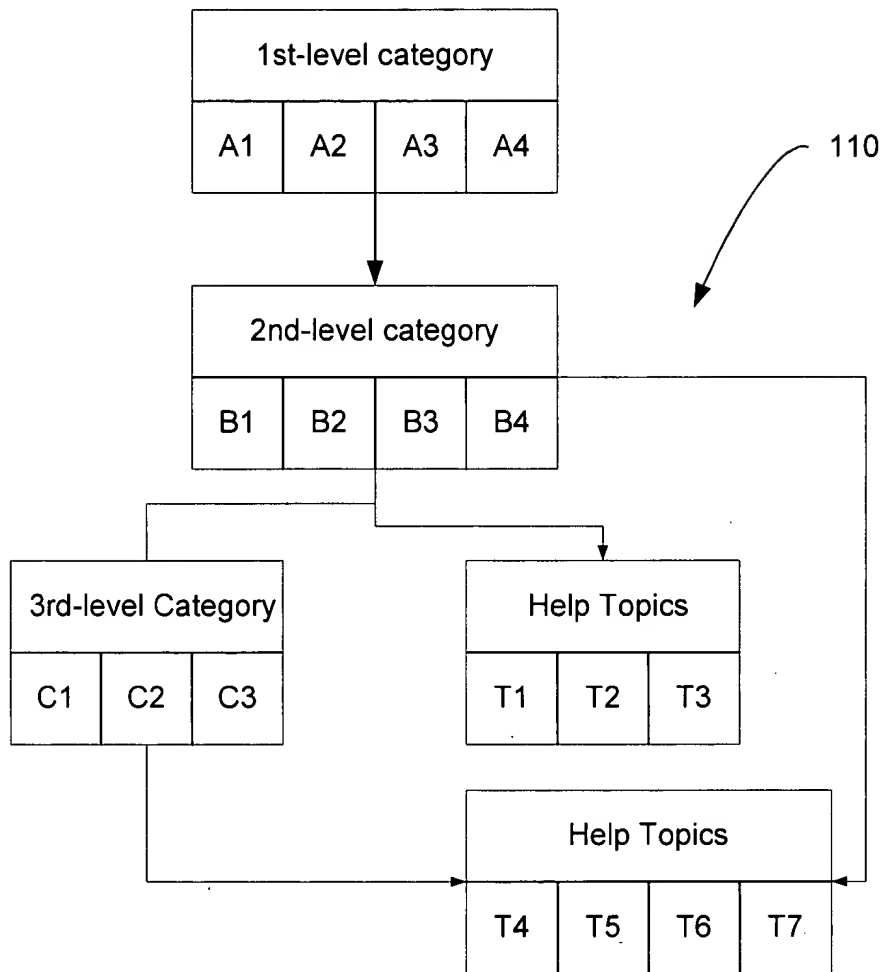


FIG. 4

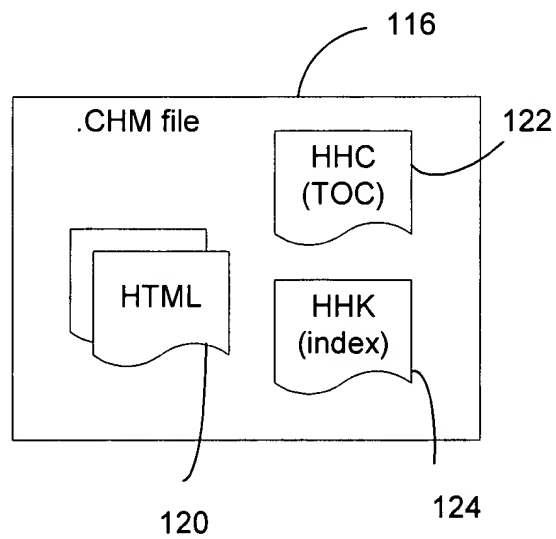


FIG. 5

ID	Parent ID	Display Name	Description	Topic URL	Keywords	Index
1	0	Audio	Organizing and editing audio	0	0	0
2	0	Printing	Printing documents	0	0	0
3	2	Change print settings	How to change printer settings	c:\Help\print_changing_setting.com	Printer settings	Change_Printer_Setting
4	2	Printer diagnosis	online diagnosis for the printer	http://printer_vendor/printer_diagnosis	Printer problem, printer diagnosis	Printer_diagnosis

FIG. 6

SECRET

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FIG. 8

82

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BOOK REVIEW

The diagram illustrates the components and data flow for an HC Update module. At the top, a box labeled "HC Update module" (76) is connected by a bidirectional arrow to a large box labeled "Update Package" (140). The "Update Package" box contains four sub-components: "Update Contents" (148), "SAF Config" (146), "HHT" (144), and "Package Description File" (142). To the right of the "Update Package" box is a box labeled "Certificate" (150), which is connected to the "Update Package" box by a wavy line.

FIG. 9

Package Description File 142

```
<HELPCENTERPACKAGE>
  <CONFIG>
    <SAF ACTION="ADD" FILE="saf1.XML"/>
    <SAF ACTION="DEL" FILE="saf4.XML"/>
  </CONFIG>
  <METADATA>
    <HHT FILE="sample1.hht"/>
    <HHT FILE="sample2.hht"/>
  </METADATA>
  <INSTALL_CONTENT>
    <FILE ACTION="ADD" SOURCE="foo.chm" URI="help/foo.chm"/>
    <FILE ACTION="DEL" URI="bogus/ghi.htm"/>
  </INSTALL_CONTENT>
  <TRUSTED_CONTENT>
    <TRUSTED ACTION="ADD" URI="<http://www.dell.com/support/>"/>
    <TRUSTED ACTION="DEL" URI="Bogus"/>
  </TRUSTED_CONTENT>
</HELPCENTERPACKAGE>
```

FIG. 10